

# Michigan ITS Center

Serving the Southeast Michigan Freeways  
www.michigan.gov/its

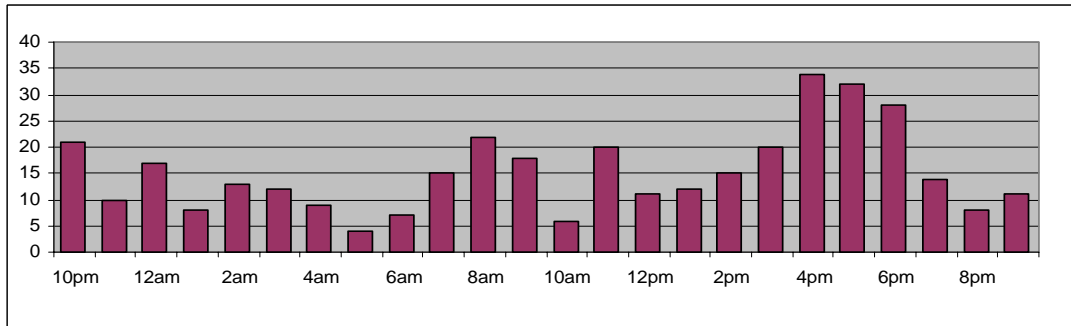


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July 2007

## CONTROL ROOM SUPPORT ACTIVITY

**Total Incidents per Hour**



**Monthly Incident Activity**

	Jul 2007	Jun 2007	Jul 2006
Freeway Closures	15	8	14
Lane Closures	24	31	33
Ramp Closures	6	6	7

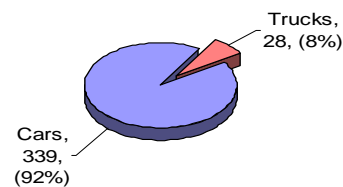
**Total Incidents by Roadway**

Freeway	Jul 2007	Jun 2007	Jul 2006
I-75	115	125	86
I-94	63	65	87
I-696 (Reuther)	73	62	51
I-96	55	66	52
M-10 (Lodge)	8	35	36
M-39 (Southfield)	21	35	47
I-275	32	41	33
I-375	0	4	2
TOTAL	367	433	394

**Calls by Type**

Agency	No. of Calls	INCOMING	OUTGOING
FCP	2429	2402	27
Contractors	225	177	48
City	0	0	0
County	73	60	13
Federal	0	0	0
Fire	1	1	0
Local Police	28	14	14
MSP	490	394	96
Border	1	1	0
MDOT/DIT	187	106	81
Media	287	279	8
Special Events	1	1	0
Transit	0	0	0
Parking	0	0	0
Airport	0	0	0
Animals	0	0	0
OTHER	42	30	12
<b>Total</b>	<b>3764</b>	<b>3465</b>	<b>299</b>

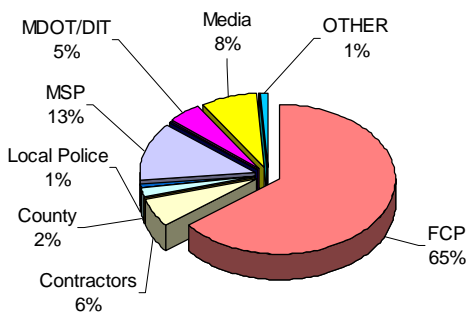
**Vehicle Composition of Incidents**



Total Incidents: 367

## MITSC Center News

At the height of Metro Detroit's construction season, the control room operators logged 137 Construction Events in the newly developed Call Tracking Software. Beginning on July 13, a Construction Tracking area was added to the Call Tracking Software. This new feature allows any type of event (accident, assist, etc.) to be linked to any construction project recorded in the database. A total of 61 events were linked to construction projects for the remainder of the month. In close relation, MITSC prepared for the Gateway Project by hosting and attending Real Time Traffic meetings and preparing maps for placement of additional temporary ITS infrastructure.



Total Calls: 3764

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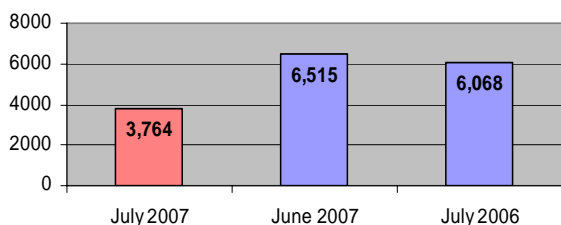
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## CONTROL ROOM DISPATCH ACTIVITY

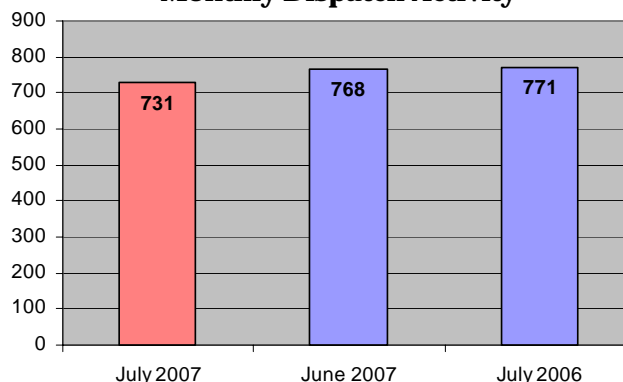
- Of the 4,633 assists that the Freeway Courtesy Patrol (FCP) provided during the month of July, 731 assists (16%) were dispatched by the FCP dispatchers located at the MITS Center.

### Monthly Call/ Event\* History

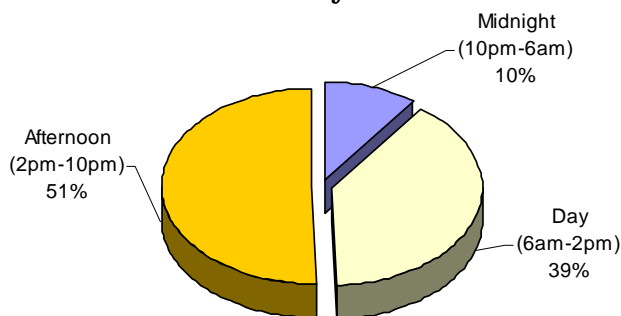


\*Drop in numbers is due to calls now tracked as events allowing for greater reporting accuracy.

### Freeway Courtesy Patrol Monthly Dispatch Activity

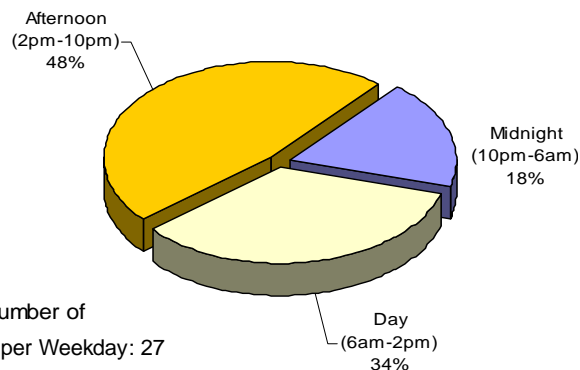


### Calls by Weekday Shift



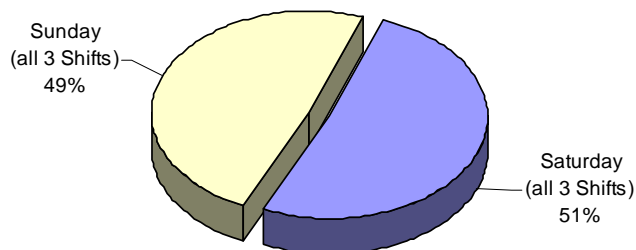
Average Number of Calls per Weekday: 149

### Freeway Courtesy Patrol Dispatches by Weekday Shift



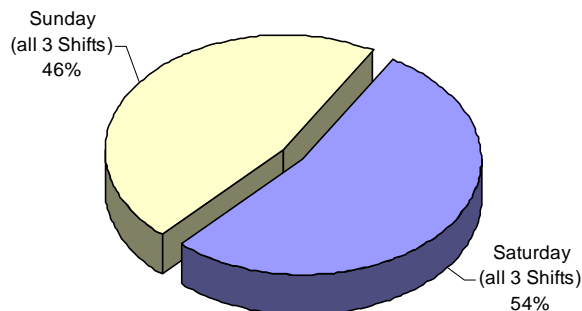
Average Number of Dispatches per Weekday: 27

### Calls by Weekend Day



Average Number of Calls per Weekend: 109

### Freeway Courtesy Patrol Dispatches by Weekend Day



Average Number of Dispatches per Weekend: 30

Note: Additional FCP information may be found beginning on page 4.

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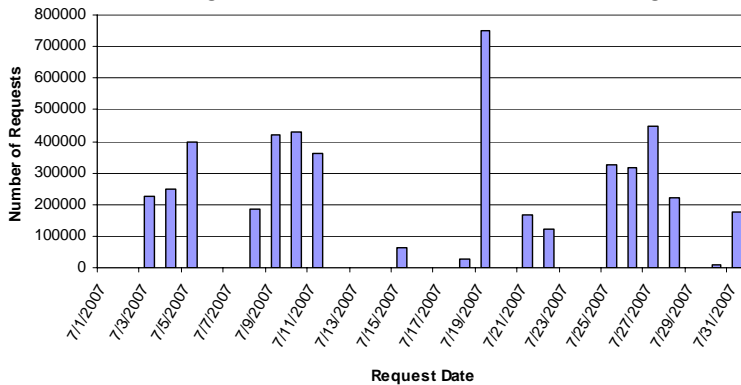
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## TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

### Website Activity

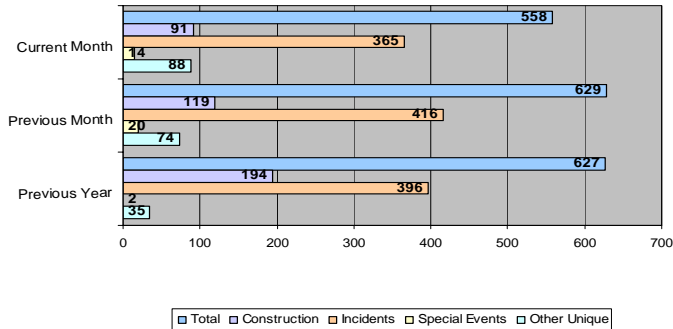
\*Missing data due to user volume below chartable range



### Top 5 DMS with Unique Messages

- I-94 WB at Burns
- I-696 WB at Ryan
- I-75 SB South of 13 Mile
- M-10 NB at Porter
- I-696 EB at Manistee

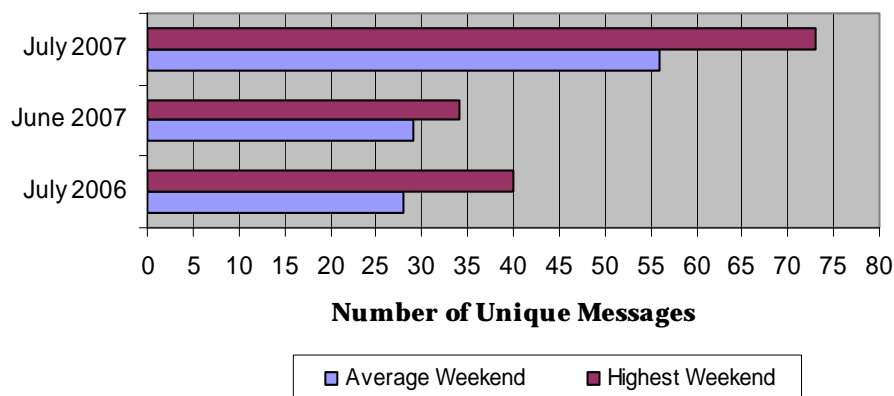
### Unique DMS Messages by Type



### Incident Communication Accuracy

Weekend DMS Snapshot Review	Jul 2007	Jun 2007	Jul 2006
All Incident Messages	100.0%	100.0%	99.8%
High Impact DMS Messages	Jul 2007	Jun 2007	Jul 2006
All High Impact Messages	95.6%	93.3%	96.3%
Freeway Closure Messages	93.3%	87.5%	92.9%
Lane Closure Messages	95.8%	93.5%	97.0%
Ramp Closure Messages	100.0%	100.0%	100.0%
Other Communication	Jul 2007	Jun 2007	Jul 2006
Advisory Text-Messages	91.1%	93.3%	90.7%
Website Incident Postings	97.8%	95.6%	98.1%

### Weekend Construction DMS Message Activity



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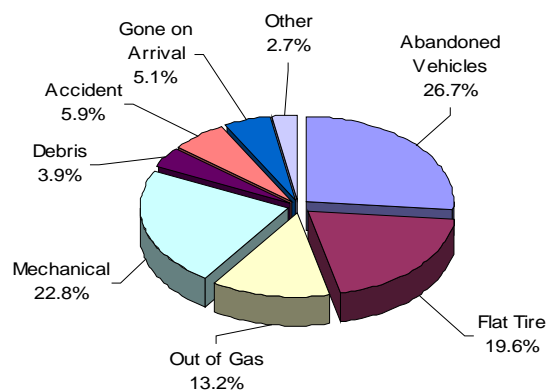
## FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

### Motorist Quote of the Month

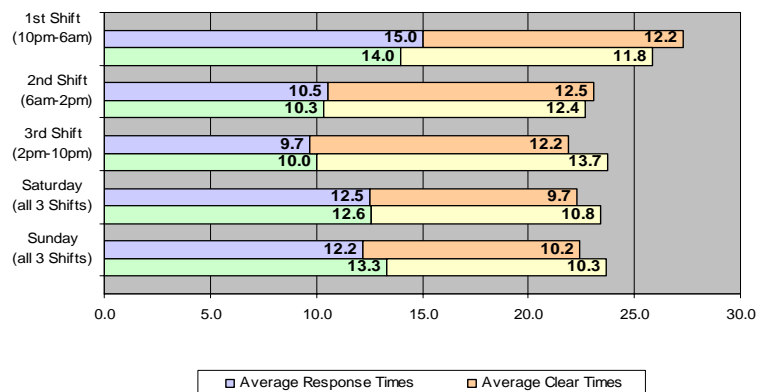
*"While traveling on the freeway with my 3 small sons, my tire blew out. I have no idea how to change a tire. My children were terrified. Thanks to your Courtesy Patrol worker I was able to get my children off the freeway to a safe area. Thank you, your service is much appreciated."*

### Assist Type

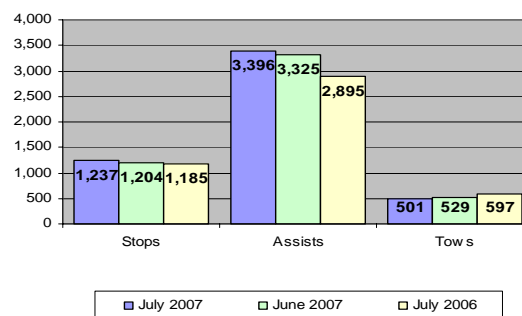


Total Number of Incidents: 4633

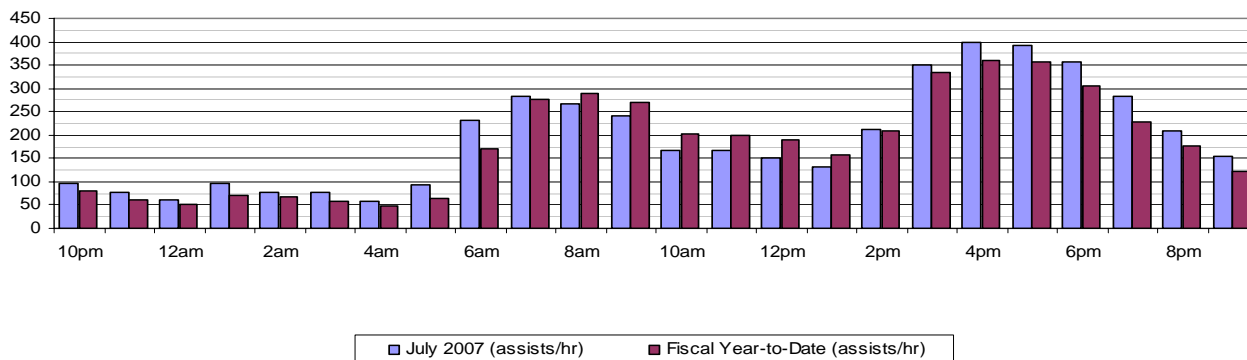
### FCP Average Service Times



### History of Key FCP Activities



### FCP Assists by Time of Day



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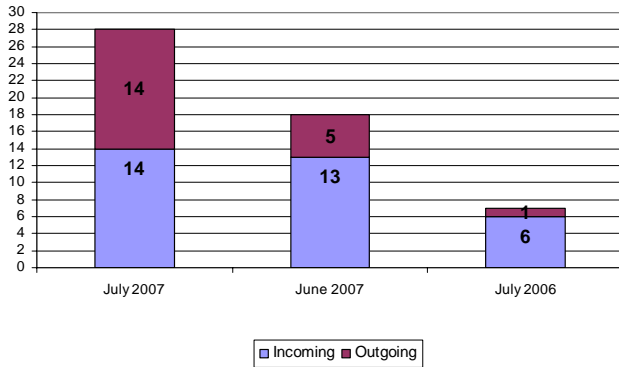


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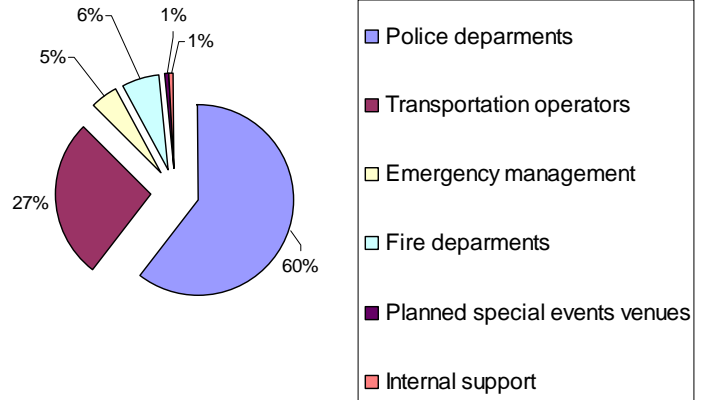
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## TRAFFIC INCIDENT MANAGEMENT

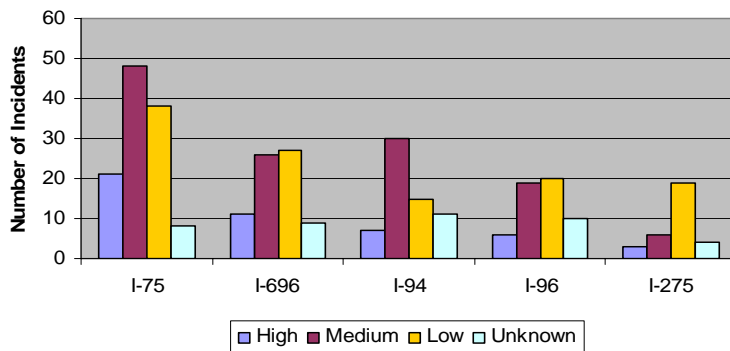
### Local Police Department Calls



### Video Users



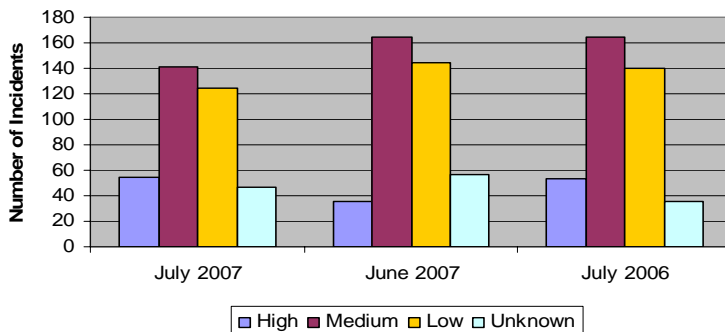
### Severity/Duration by Top Five Freeways



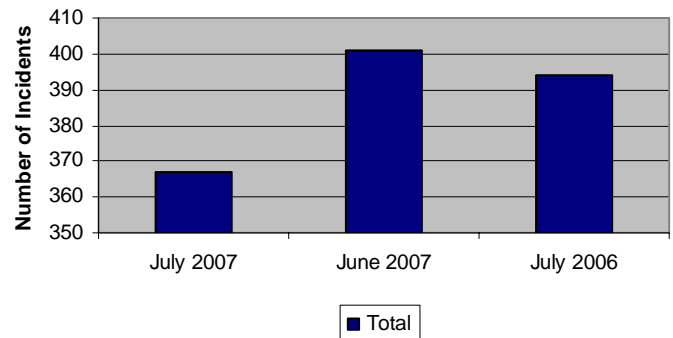
- Only shoulder closures less than 90 minutes, single lane closure or a partial closure (more than one lane, but not all) less than 20 minutes
- Only shoulder closures equal to 90+ minutes, single lane closures between 20 and 89 minutes, partial closure between 20 and 44 minutes, and total closure (all lanes) less than 20 minutes
- Single lane closure equal to 90+ minutes, partial closure equal to 45+ minutes, or total closure equal to 20+ minutes
- The duration and/or the severity is unknown

This data reflects the last lane affected prior to the incident being completely cleared

### Total Incident Severity/Duration by Month



### Total Number of Incidents



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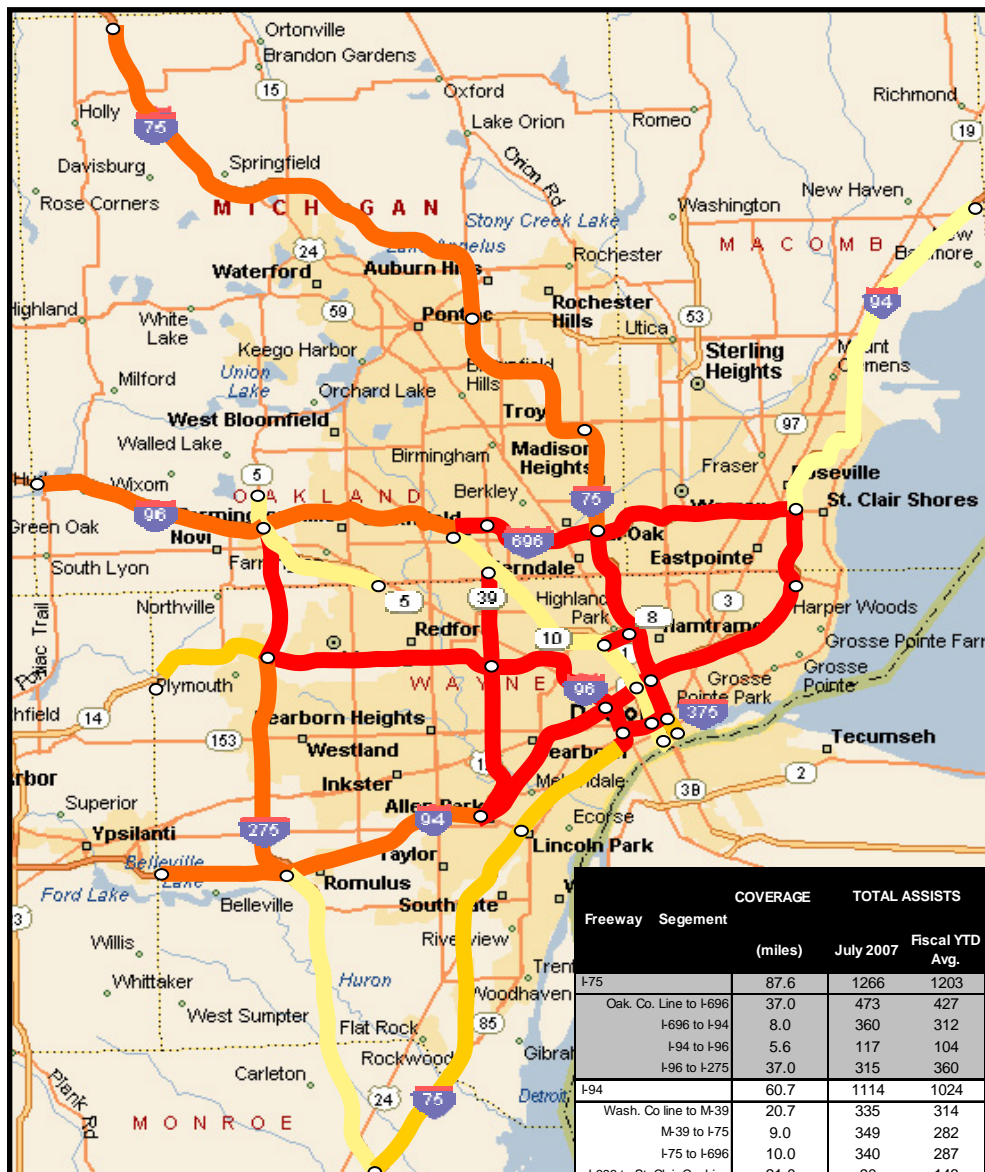


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## FREEWAY COURTESY PATROL ACTIVITY

### Freeway Courtesy Patrol Service Area



	0 - 5.9 (assists/mile)
	6 - 10.9 (assists/mile)
	11 - 16.9 (assists/mile)
	17 & greater (assists/mile)

Freeway Segment	COVERAGE	TOTAL ASSISTS		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
	(miles)	July 2007	Fiscal YTD Avg.	July 2007	Fiscal YTD Avg.	July 2007	Fiscal YTD Avg.	July 2007	Fiscal YTD Avg.
I-75	87.6	1266	1203	14.5	13.7	12.7	11.4	12.6	12.9
Oak Co. Line to I-696	37.0	473	427	12.8	11.5	13.2	14.0	11.2	12.1
I-696 to I-94	8.0	360	312	45.0	39.0	10.9	9.1	14.5	14.1
I-94 to I-96	5.6	117	104	20.9	18.5	7.8	9.6	11.7	13.2
I-96 to I-275	37.0	315	360	8.5	9.7	17.1	12.5	12.8	12.6
I-94	60.7	1114	1024	18.4	16.9	10.9	11.0	11.0	11.9
Wash. Co line to M-39	20.7	335	314	16.2	15.2	11.9	12.2	10.9	12.6
M-39 to I-75	9.0	349	282	38.8	31.3	11.3	10.7	11.8	12.2
I-75 to I-696	10.0	340	287	34.0	28.7	8.8	10.1	10.7	11.7
I-696 to St. Clair Co. Line	21.0	90	143	4.3	6.8	12.0	11.0	9.4	10.3
I-96	34.0	808	686	23.8	20.2	10.5	11.3	11.1	12.4
Liv. Co. Line to I-275/I-696	11.0	152	150	13.8	13.7	13.1	12.8	9.3	12.9
I-275/M-14 to M-39	12.0	253	210	21.1	17.5	10.8	11.2	12.0	12.5
M-39 to I-75	11.0	403	326	36.6	29.6	9.6	10.8	11.2	12.0
I-275	37.5	380	382	10.1	10.2	10.2	11.1	11.3	12.9
I-96/696 to M-14/I-96	8.0	136	138	17.0	17.2	9.9	10.4	11.0	13.3
M-14/I-96 to I-94	12.0	171	173	14.3	14.4	9.0	10.9	12.0	12.8
I-94 to I-75	17.5	73	71	4.2	4.1	13.3	13.0	10.6	12.2
I-375	1.2	4	8	3.3	7.0	8.0	8.7	25.3	16.1
I-696 (Reuther)	28.7	579	508	20.2	17.7	10.5	10.4	13.2	12.9
I-96/I-275 to M-10	9.3	119	132	12.8	14.2	14.0	12.5	10.2	12.2
M-10 to I-75	9.0	232	183	25.8	20.3	8.7	9.9	14.3	14.3
I-75 to I-94	10.4	228	193	21.9	18.6	10.8	9.6	13.8	12.1
M-5 (Grand River)	10.3	45	49	4.4	4.7	23.5	11.1	9.7	13.5
M-8 (Davison)	2.2	49	49	22.3	22.4	6.5	9.0	10.4	11.4
M-10 (Lodge)	17.9	91	182	5.1	10.2	10.4	10.6	12.2	12.5
M-14	6.4	46	43	7.2	6.7	15.5	13.0	11.7	13.0
M-39 (Southfield)	14.2	251	221	17.7	15.6	10.7	11.4	14.2	14.5
<b>Total</b>	<b>300.7</b>	<b>4,633</b>	<b>4,356</b>						



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## DATA KEY INFORMATION

Table	Description	Data Source
<b>Total Incidents per Hour</b>	Displays the total incidents in the current month by hour of day.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Total Incidents by Roadway</b>	Displays the total incidents in the current month by roadway.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Monthly Incident Activity</b>	Displays the number of major incidents for the current month, previous month, and previous year.	<b>Monthly Closure QC</b> - QC of email advisory notifications sent for major incidents.
<b>Monthly Call History</b>	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	<b>Call Tracker Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Calls by Type</b>	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	<b>Call Tracker Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Vehicle Composition of Incidents</b>	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Freeway Courtesy Patrol Monthly Dispatch Activity</b>	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Freeway Courtesy Patrol Dispatches by Weekday Shift</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Calls by Weekday Shift</b>	Displays the distribution of call activity for the Control Room operators by weekday shift.	<b>Call Tracker Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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## DATA KEY INFORMATION

<b>Calls by Weekend Day</b>	Displays the distribution of call activity for the Control Room operators by weekend day.	<b>Call Tracker Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Freeway Courtesy Patrol Dispatches by Weekend Day</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Website Activity</b>	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	<b>Web Site Database</b> - Automated data collection site of MITSC incident management activities.
<b>Top 5 DMS with Unique Messages</b>	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	<b>Daily DMS Activity Log</b> - Automated 15 Minute snapshots of daily DMS messaging.
<b>Unique DMS Messages by Type</b>	Displays the total number of unique DMS messages by type that occurred during the month.	<b>Daily DMS Activity Log</b> - Automated 15 Minute snapshots of daily DMS messaging.
<b>Incident Communication Accuracy</b>	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	<b>Monthly Closure QC</b> - QC of email advisory notifications sent for major incidents. <b>Daily DMS Message QC</b> - QC of DMS message snapshots system wide 7 times per day, 3 days per week. <b>High Impact Message QC</b> - QC of incident information for each high impact incident resulting in an email advisory.
<b>Weekend Construction DMS Message Activity</b>	Displays the total number of freeway construction DMS messages displayed in a month.	<b>Daily DMS Message QC</b> - QC of DMS message snapshots system wide 7 times per day, 3 days per week.
<b>Assist Type</b>	Displays the distribution of incident types for incidents responded to by FCP.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>FCP Average Service Times</b>	Displays the average response times and average clear times by shift.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>History of Key FCP Activities</b>	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>FCP Assists by Time of Day</b>	Displays the total assists for 2-hour increments over a 24-hour period.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.



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<b>Local Police Calls</b>	Displays incoming and outgoing local police calls.	<b>Call Tracker Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls.
<b>Video Monitor Users</b>	Displays the distribution of video monitor users by user type for the current month.	<b>Web Site Database</b> - Automated data collection site of MITSC incident management activities.
<b>Severity and Duration</b>	Displays the distribution of incidents per freeway by severity determined from the duration of the incident and lanes blocked.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Freeway Courtesy Patrol Service Area - Map</b>	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Freeway Courtesy Patrol Service Area - Table</b>	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.